

Robert and Mei meet in episode 10. Do you think they'll get along?

Before listening

Do the preparation task first. Then listen to the audio and do the exercises.

Preparation task

Match the definitions (a–f) with the vocabulary (1–6).

Vocabulary

1. to complain
2. a remote
3. a front desk
4. to look out onto
5. room service
6. wee

Definition

- a. something you hold in your hand to control a TV, DVD player, the heating, etc.
- b. to have a clear and direct view of a place
- c. an informal Scottish word for 'little'
- d. to say that something is not right and you are not happy about it
- e. a hotel service where someone brings food and drink to the guest's room
- f. an area near the entrance to a hotel, where people check in and get information

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. Robert thinks hotel guests like to complain about things.	True	False
2. The guest's room was too cold at night.	True	False
3. The hotel rooms have a remote control for setting the temperature.	True	False
4. The guest's room is too noisy because of the traffic outside.	True	False
5. Robert thinks he will get no complaints from guests in Brazil.	True	False
6. Milton says that he has another lesson that evening.	True	False
7. Mei says that she doesn't want to go to the pub.	True	False
8. Robert doesn't really like Mei when he meets her.	True	False

Task 2

Circle the best answer.

1. According to Robert, what do guests usually talk about when they leave the hotel?
 - a. the weather
 - b. the fantastic things about the hotel
 - c. the one thing that went wrong
2. Before he complained to Robert, who else did the man tell about the problem with the temperature in the room?
 - a. the hotel manager
 - b. the room service waiter
 - c. the technician
3. What can be seen from the window of the guest's room?
 - a. a park
 - b. a busy street
 - c. a beach
4. Where did Robert meet Milton's neighbour, Mei?
 - a. at the pub
 - b. at the hotel
 - c. on the stairs
5. What does Mei suggest that they could do together?
 - a. have a pizza
 - b. learn English
 - c. go for a walk
6. Who is Callum?
 - a. Robert's father
 - b. Robert's nephew
 - c. Robert's brother

Discussion

How did you meet one of your friends?

Transcript

Robert: Hello again, Jessie – your poor brother here. Aargh! What a day. You know, sometimes I think the hotel business is the worst in the world. People complain, complain, complain. Maybe there were a hundred things that were fantastic and one thing that went wrong – and what do the guests talk about when they leave? Yes, the one thing that went wrong.

Guest: I've never had such a bad night's sleep! The room was far too hot! Far too hot to sleep.

Robert: I'm sorry about that, sir. What is your room number?

Guest: 609.

Robert: You can adjust the heat by hand, sir. There is a control – a remote – on the table next to the window.

Guest: Well, I didn't know about that.

Robert: Did you phone the front desk for help, sir? About the temperature?

Guest: I told the man who brought my sandwich to the room. He said it was too hot too.

Robert: Ah, you told the room service waiter. I see. I'll make a note, sir, and ask the technician to reduce the heat in your room tonight.

Guest: Not too much. My wife likes a warm bedroom – we don't want to be cold. And then this morning I opened the window because I was so hot and the noise! It was terrible.

Robert: Noise, sir? Your window looks out onto the park. There's no traffic, just trees and grass.

Guest: I'm not talking about the traffic. The birds! Singing and whistling! Cheep cheep! In the trees outside our window. I really think I should write something on TripAdvisor – a complaint. People need to know what ...

Robert: They drive me mad sometimes! I keep thinking it'll be different when I get the manager's job in Brazil – a nice beach hotel, sunny weather. But then I'll probably get people complaining that there's too much sand on the beach or the sea isn't blue enough or their children are scared of the birds in the trees – the parrots. Grrr. Anyway ... I'm still doing the Portuguese lessons – with Milton, the Brazilian. I met Milton's neighbour last night – we were going down to the pub for a quick drink after the lesson ...

Milton: So that's what you have to study for next week ... Oh, hello, Mei!

Mei: Hello.

Milton: Um, Mei, this is Robert, um, my student. He's learning Portuguese – you remember.

Mei: Yes, I remember – Robert 'Mackla-ackle-an'.

Robert: Robert MacLachlan.

Milton: Robert, this is Mei, my neighbour. She lives in the next flat.

Mei: Hello.

Robert: Hello, Mei. Nice to meet you.

Milton: We're just going to the pub for a quick drink before my next lesson. Would you like to come?

Robert: You're very welcome ...

Mei: Thank you, but I don't think so. Not tonight. Maybe another time. Maybe we could have a pizza together.

Robert: She seems nice anyway. Perhaps we'll have a pizza one night, the three of us. Love to you and the kids. Tell wee Callum I haven't forgotten his birthday – and I'm still planning to come up and see you all. Speak to you again soon.

Answers

Preparation task

1. d
2. a
3. f
4. b
5. e
6. c

Task 1

1. True
2. False
3. True
4. False
5. False
6. True
7. True
8. False

Task 2

1. c
2. b
3. a
4. c
5. a
6. b